

DPWL Maintenance Customer Service Survey

Please assist DPWL Maintenance Division in providing the best possible overall service to you by taking a few minutes to complete the questionnaire below. The information provided on this form will be used by the DPWL Maintenance Division for the sole purpose of improving maintenance support. **Please Return this form to the DPWL Installation Maintenance Officer (IMO), or deposit in drop box located at the Customer Service Center, building 14601 and 14608.**

Month: Day: Year:

Customer Service:

1. The customer service office provided an effective environment for conducting maintenance related business:

☐ Strongly Agree ☐ Agree ☐ N/A ☐ Disagree ☐ Strongly Disagree

2. The customer service representative was knowledgeable of DPWL Maintenance Division services and procedures:

☐ Strongly Agree ☐ Agree ☐ N/A ☐ Disagree ☐ Strongly Disagree

3. The customer service representative was responsive to my needs:

☐ Strongly Agree ☐ Agree ☐ N/A ☐ Disagree ☐ Strongly Disagree

4. Overall, how satisfied are you with the customer service support you receive:

☐ Extremely Satisfied ☐ Satisfied ☐ N/A ☐ Dissatisfied ☐ Very Dissatisfied

5. Did you have any problems with the customer service office:

☐ Yes ☐ No Note: If "Yes" please provide comments below

6. Additional comments related to customer service support:

Maintenance Services:

7. Generally I use DPWL maintenance services:

☐ Very often ☐ Often ☐ Sometimes ☐ Rarely ☐ Never

8. I was notified when required maintenance was complete:

☐ Strongly Agree ☐ Agree ☐ N/A ☐ Disagree ☐ Strongly Disagree

9. The equipment operated correctly once repairs were made:

☐ Strongly Agree ☐ Agree ☐ N/A ☐ Disagree ☐ Strongly Disagree

10. Overall, how satisfied are you with the maintenance service you receive:

☐ Extremely Satisfied ☐ Satisfied ☐ N/A ☐ Dissatisfied ☐ Very Dissatisfied

11. Did you have any problems with maintenance services:

☐ Yes ☐ No Note: If "Yes" please provide comment below

12. Additional comments related to maintenance service:

Communications Services:

13. I am aware of the DPWL website:

☐ Extremely Aware ☐ Somewhat Aware ☐ Not Aware

14. I can access the DPWL website:

☐ Yes ☐ No

Note: If **"No"** please provide reason below (i.e. no computer/internet connection)

15. I am aware of the contents of the DPWL Maintenance Division External Standard Operating Procedures (SOP):

☐ Extremely Aware ☐ Somewhat Aware ☐ Not Aware

16. I use the DPWL Maintenance Division website to track work request status and parts availability:

☐ Strongly Agree ☐ Agree ☐ N/A ☐ Disagree ☐ Strongly Disagree

17. Did you have any problems using communications services:

☐ Yes ☐ No

Note: If **"Yes"** please provide comment below

18. Additional comments related to communications services:

General Comments:

19. Is there anything you would like to tell DPWL Maintenance Division about their overall service that was not asked in the survey? If so, please provide in the space provided below.

Contact Information:

In order for DPWL to better serve you, it may be necessary for the Installation Maintenance Officer to contact you regarding your answers to this survey. Please provide contact information below.

Name: _____

Organization: _____

Phone Number: _____

Thank you for taking the time to fill out this survey.

DON D. CULVER

Installation Maintenance Officer
Directorate of Public Work and Logistics